

UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

PATENT NO. : 7,159,043 B2
APPLICATION NO. : 10/663740
DATED : January 2, 2007
INVENTOR(S) : Thomas Howard Bateman et al.

Page 1 of 1

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Please correct the title Item (54) to read as follows:

--METHOD AND SYSTEM FOR COORDINATING DATA AND VOICE
COMMUNICATIONS VIA CUSTOMER CONTACT CHANNEL CHANGING
SYSTEM--

Please correct the Assignee Item (73) to read as follows:

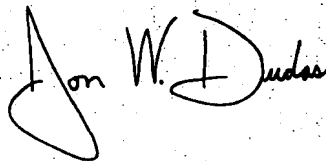
--Innovatia, Inc. St. Johns, Canada--

Please correct the Abstract Item (57) line 3 to read as follows:

"as live center ACD" should read --as live call centre ACD--

Signed and Sealed this

First Day of May, 2007

A handwritten signature in black ink, reading "Jon W. Dudas". The signature is stylized with a large, looped initial "J" and a cursive "Dudas".

JON W. DUDAS
Director of the United States Patent and Trademark Office